SOSCN-CO   (5(A))

MEMORANDUM FOR ALL CRANE ARMY AMMUNITION EMPLOYEES (EXCLUDING LEMC)

SUBJECT: Department of the Army Mandate for AKO Registration

1.   A new initiative within the Department of the Army is called Army Knowledge Management (AKM).   AKM is the Army's approach to knowledge management.   AKM integrates and establishes a systematic approach to identifying, managing, and sharing Army wide information assets.   Army Knowledge On-line (AKO) is the Army's Enterprise Portal.   This serves as a single point of entry for Army knowledge resources and is located on-line at http://us.army.mil.   A portal is software that provides access through a browser to a wide range of data stores – email, databases, analytical software, the Internet, billing and sales records, and other sources.   A portal is different from other web pages in that a portal is customizable by the user as his needs and interests change.   Registration for an AKO account is **MANDATORY** for all civilian and military personnel of the Army.   As of 30 September 2001 all CAAA employees were registered and assigned a username and password.

2.   The AKO website (portal) has been established as a means for centralizing (putting in one place) all the things we need to conduct our business.   You ask, "what are these things"?   Currently available are Early Bird Headlines (an Army newspaper), World/US Headlines, Army Headlines, DA/DOD/OGE/SF/ Forms, Army Regulations, Human Resource (personnel) services, intelligence services, medical services, information technology services, white pages (ability to perform an Army-wide people search), webmail (email) account, Army-wide job announcements and links to Thrift Savings Plan (TSP), Leave & Earnings Statements (E/MSS) and Civilian Army Benefits Center (ABC). Another purpose is to provide every Army military and civilian employee with an email account, which was automatically established when you were registered.   For those employees who already have an email account at CAAA and do not wish to manage two accounts, you may forward your AKO email to your CAAA email.   For those employees who do not have a CAAA email account, you will have an AKO email account.
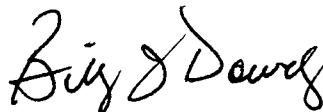
3. This AKO account is **PERMANENT** and you may continue to use it after you retire or leave the government. It is the responsibility of **EACH INDIVIDUAL** to change account information when it changes. When you go to a new assignment, retire, or your local email address changes for any reason, you must go into the "Edit Personal Info" section under "My Army Portal" and correct the forwarding email address and any other information that has changed.

4. Your directorate POC will contact each employee in the near future. You will be provided the "username" and "password" that was assigned to you and will be there to assist you in "editing your personal information" and "changing your password". The generic passwords that SOSCN-RMI personnel assigned to you **must** be changed. A POC from your directorate will be contacting you and will be available to assist you.

5. In order to assist you in your access and use of AKO, we have enclosed a list of "Frequently Asked Questions". These were compiled based on the questions you have been asking us.

6. The point of contact for this initiative is Kim Duncan, Information Assurance Security Officer, 854-6140.

Encl

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FREQUENTLY ASKED QUESTIONS

Q: How are user names assigned?
A: Registration into AKO requires that your first & last name be entered (middle initial was optional). Based on the name entered, AKO then provides a list of possible "user names" to select from (i.e., John.Doe, John.I.Doe, John.Doe3, John.I.Doe3, etc). Each user name must be unique. If John.Doe has already been used then John.Doe1 would be the next choice, etc.

Q: When I log in to AKO it tells me I have an invalid password. What do I do?
A: (1) Verify that you have entered your user name correctly. Ensure that you have the period correctly placed. Note: It is not case sensitive so John.Doe is the same as john.doe.
      (2) Verify that you have entered the password correctly.
      (3) At the AKO page click on "Lost Password". Follow their directions from there.

Q: What is the address for the AKO site?
A: https://www.us.army.mil

Q: How do I access the AKO site?
A: You can access the AKO site from work or at home (if you have a Personal Computer and internet access).

Q: I can't log onto a computer at work. What do I do?
A: All computers here at work require that you have a "domain password". Request for "domain passwords" must come to SOSCN-RMI through your supervisor.

Q: How does access to AKO benefit me?
A: The AKO site has many features. Of most interest to people are the links to TSP (Thrift Savings Plan), ABC (Army Benefits Center), DFAS (Payroll), people search, and an email account.

Q: Why do I need to access AKO just to get to TSP, ABC, or DFAS?
A: TSP, ABC, & DFAS can still be accessed by entering their web sites directly (i.e., www.tsp.gov, www.abc.army.mil, and www.dfas.mil/money. AKO is only providing a centralized location for these links so you only have to remember one address vs. three addresses.

Q: I don't know my "PIN number" for TSP, ABC, and/or DFAS?
A: A standard feature on most web sites are "Help", "Lost Password", etc. If you have problems with any site not managed by CAAA you should click on their "Help", "Lost Password", etc. links.

Enclosure